NEW HAMPSHIRE DEPARTMENT OF CORRECTIONS

REQUEST FOR INFORMATION

NHDOC RFI 14-01-GFMED

Electronic Health Record (EHR) Information System

ISSUE DATE: September 19, 2013

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STATE OF NEW HAMPSHIRE
DEPARTMENT OF CORRECTIONS
DIVISION OF ADMINISTRATION
P.O. BOX 1806
CONCORD, NH 03302-1806

603-271-5610 FAX: 603-271-5639
TDD Access: 1-800-735-2964

William L. Wrenn
Commissioner

Bob Mullen
Director

September 19, 2013

Request for Information (RFI)

RFI Title: Electronic Health Record (EHR) Information System
RFI Number: NHDOC RFI 14-01-GFMED
RFI Due Date: November 1, 2013 no later than 2:00PM, EST
RFI Service Regions: Northern NH Correctional Facility (NCF), Berlin, NH; Southern NH Correctional Facility locations: NH State Prison for Men (NHSP-M), Secure Psychiatric Unit (SPU), Residential Treatment Unit (RTU), Community Corrections: Transitional Work Center (TWC), North End House (NEH) and Calumet, Concord, NH and NH State Prison for Women (NHSP-W) and Community Corrections: Shea Farm, Goffstown, NH.

NH Department of Corrections Mission Statement: *Our Mission is to provide a safe, secure, and humane correctional system through effective supervision and appropriate treatment of offenders, and a continuum of services that promote successful re-entry into society for the safety of our citizens and in support of crime victims.*

SECTION A: Introduction and Purpose

1. **Introduction:**
   Attached is a Request for Information for the NH Department of Corrections (NHDOC) (herein known as the "NHDOC," "Corrections," "Department," "State of New Hampshire" or "State"). The New Hampshire Department of Corrections is seeking information on the eventual procurement of an Electronic Health Record System.

2. **Purpose:**
   The primary purpose of this RFI is to gather information and feedback form knowledgeable respondents that may be used to assist the NH Department of Corrections in the development of a competitive procurement process for an EHR product.

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SECTION B: Terms and Conditions

1. **Issuance of RFI:**
   The issuance of this RFI is for informational purposes only and it does not serve as a substitute for a Request for Proposal (RFP) process. This RFI shall not imply an offer to do business with any RFI respondent nor shall it result in a contractual relationship. The right to accept any complete response, or portion thereof, or to accept none of the responses even if all stated requirements are met is reserved by the requestor.

2. **Location of Posted RFI:**
   Copies of the RFI can be downloaded from the NH Department of Corrections website: http://www.nh.gov/nhdoc/business/rfp.html

3. **Proposal Inquiries:**
   3.1. Inquires shall be received no later than 2:00PM EST, on October 11, 2013. No inquiries will be accepted after 2:00PM on October 11, 2013.
   3.2. All inquiries concerning this Request for Information shall be made in writing, citing the RFI Title, RFI Number, Page, Section and Paragraph submitted to:

NH Department of Corrections Director of Medical & Forensic Services 105 Pleasant Street Concord, NH 03301 Tel: (603) 271-3707 Fax: (603) 271-5639 hhanks@nhdoc.state.nh.us

   3.3. Respondents are encouraged to submit inquires via US mail, fax or e-mail prior to October 11, 2013 in order to enable the NH Department of Corrections time to respond.

4. **NH Department of Corrections Response Date for Respondent Inquiries:**
   An official written answer to all written inquiries received, meeting the requirements found in section Three (3), Proposal Inquires, will be posted, anonymously, on the NH Department of Corrections website: http://www.nh.gov/nhdoc/business/rfp.html on or prior to October 18, 2013.

5. **Oral Presentation:**
   A Respondent may be required to make an oral presentation to clarify any portion of their response or to describe how the service and/or product requirements shall be accomplished. Respondents may be asked to conduct the presentation at a time period and location designated by the NH Department of Corrections.

6. **Submission Criteria:**
   Proposals that do not respond to all aspects in this RFI may be excluded from further consideration and alternative information packages will not be considered. Any Proposal received after the submission deadline shall be considered "technically non-responsive" and the Respondent will be notified by the NH Department of Corrections.
   6.1. RFI Response Due Date: All responses are due no later than Friday, November 1, 2013**, 2:00PM EST**.

6.2. Labeling and Addressing RFI Proposals: Please clearly mark the outside of your envelope ***NHDOC RFI 14-01-GFMED Electronic Health Record Information System***. Proposals must be received (not simply post-marked) by the NH Department of Corrections, Contract Administrator, P.O. Box 1806, Concord, NH 03302-1806 or hand delivered to Room 322, on the third (3rd) floor of the Main Building of the Governor Gallen State Complex, 105 Pleasant Street, Concord, NH, 03301 no later than **November 1, 2013 at 2:00PM EST**, to be considered.

6.3. Specifications: Respondents must submit Proposals as specified. Respondents shall be notified in writing if any changes to the Proposal specifications are made. Verbal agreements or instructions from any source are not authorized.

6.3.1. Proposals **must be sealed** or they shall not be accepted.

6.3.2. Please submit one (1) complete original and two (2) hardcopies of the RFI response and two (2) electronic copies compatible with Microsoft Word 2000 and Excel 2000 on a CD-ROM.

6.3.3. **The original copy shall be typed or clearly printed in black ink.**

7. Rejection of Proposals and Cancellation:

The NH Department of Corrections reserves the right to accept or reject any or all Proposals and to cancel this RFI in whole or in part upon written or published notice of intent to do so.

8. Clarification:

The NH Department of Corrections, at its discretion, may request clarification from a Respondent of a Proposal submitted.

9. Right to Amend or Solicit a New RFI:

The NH Department of Corrections, at its discretion, may amend the RFI without any liability to the Department or State of NH. The NH Department of Corrections reserves the right to solicit new requests for information regarding the products and services addressed in this RFI at any time.

9.1. If the NH Department of Corrections decides to amend or clarify any part of this RFI, a written notification shall be provided to all Respondents on the NH Department of Corrections website: http://www.nh.gov/nhdoc/business/rfp.html. This notification will also serve as a Public Notice.

9.2. It is the Respondent's sole responsibility to monitor the NH Department of Corrections website for RFI related publications to include, but not limited to: Public Notices, RFI Cancellations, Clarification Requests, Addendums, Questions & Answers, RSAs, Court Decrees and/or ancillary documents.

10. Financial Commitment:

Financial responsibility for preparing, delivering or presenting of Proposals is the sole responsibility of the Respondent.

11. Fulfillment of Requirements:

By submitting a RFI response package, the Respondent acknowledges that it has read and understands this RFI and is capable of fulfilling all requirements.

12. Subcontractors:

If your organization plans to utilize subcontractors for any portion of the services identified in this RFI, please include the subcontractor information, to include the types of services or functions in which you would plan to subcontract and a brief company profile. Said subcontractors shall meet all

requirements described in this RFI. Subcontracting of services shall require prior approval by the NH Department of Corrections.

13. Terms of Submission:

All material received in response to this RFI shall become the property of the NH Department of Corrections and shall not be returned to the Respondent. The NH Department of Corrections reserves the right to use any information presented in a Proposal.

14. Public Records:

NH RSA 91-A guarantees access to public records. As such, all responses to a competitive solicitation are public records unless exempt by law. Any information submitted as part of a bid in response to this Request for Proposal or Request for Bid (RFB) or Request for Information may be subject to public disclosure under RSA 91-A. In addition, in accordance with RSA 9-F:1, any contract entered into as a result of this RFP (RFB or RFI) will be made accessible to the public online via the website: Transparent NH http://www.nh.gov/transparentnh/. Accordingly, business financial information and proprietary information such as trade secrets, business and financial models and forecasts, and proprietary formulas may be exempt from public disclosure under RSA 91-A:5, IV. If a Respondent believes that any information submitted in response to a Request for Proposal, Bid or Information, should be kept confidential as financial or proprietary information, the Respondent must specifically identify that information in a letter to the State Agency. Failure to comply with this section may be grounds for the complete disclosure of all submitted material not in compliance with this section.

15. Evaluation of Proposals:

15.1. The NH Department of Corrections has approved this RFI for issuance. The responses shall not be "scored" or formally evaluated in any way.

16. Schedule of Events (Timetable):

16.1. Table of Events and Important Dates:

Event #	Description of Event	Date of Event
1	RFI Issued	September 19, 2013
2	Written Inquiries Due	October 11, 2013
3	NHDOC Posts Answers to Inquiries	October 18, 2013
4	Oral Presentations	TBD
5	Proposals Due	November 1, 2013

Note: The above Table of Events and Important Dates may be altered at any time by the Department with the exception of No. 5: "Proposals Due." The Respondent's "Proposals Due" date cannot be changed in order to maintain the integrity of the RFI process. Notice of any such changes will be posted on the NH Department of Corrections website and will be entitled *Table of Events and Important Date.*

The remainder of this page is intentionally blank.

RFI: Electronic Health Record (EHR) Information System

RFI NUMBER: NHDOC RFI 14-01-GFMED

LOCATION OF SERVICES:

Northern Region: Northern NH Correctional Facility (NCF)	Southern Region: Southern Correctional Facilities & Secure Psychiatric Unit (SPU)

PLEASE TYPE OR CLEARLY PRINT IN THE SPACES PROVIDED BELOW.

1. VENDOR: _____
Name of Organization

2. BUSINESS ADDRESS: _____
Street Address

_____
City or Town State Zip Code

3. CONTACT PERSON: **(Contact person if different from signatory)**_____

4. TITLE OF CONTACT PERSON: _____

5. BUSINESS E-MAIL: **(E-mail of contact person)**_____

6. BUSINESS TELEPHONE: **(Telephone number of contact person)**_____

7. BUSINESS FAX: **(Fax number of contact person)**_____

8. COMPANY URL: _____

SECTION C: Scope

The State of New Hampshire, Department of Corrections (NHDOC) is exploring the potential procurement and implementation of a Modified Commercial Off-The-Shelf (COTS) Electronic Health Record System (EHR) information system for the needs of the Department. The NH Department of Corrections is not seeking custom developed systems for this RFI.

1. **Location of Services:**
   Northern NH Correctional Facility (NCF), Berlin, NH; Southern NH Correctional Facility locations: NH State Prison for Men (NHSP-M), Secure Psychiatric Unit (SPU), Residential Treatment Unit (RTU), Community Corrections: Transitional Work Center (TWC), North End House (NEH) and Calumet, Concord, NH and NH State Prison for Women (NHSP-W) and Community Corrections: Shea Farm, Goffstown, NH which are marked with an "X" below:

Northern Region – Northern NH Correctional Facility			
X	Northern NH Correctional Facility (NCF)	138 East Milan Road	Berlin, NH 03570
Southern Region – Southern NH Correctional Facilities			
X	NH State Prison for Men – (NHSP- M)	281 North State Street	Concord, NH 03301
X	Secure Psychiatric Unit (SPU)	281 North State Street	Concord, NH 03301
X	Residential Treatment Unit (RTU)	281 North State Street	Concord, NH 03301
X	Community Corrections – Men (TWC, North End House & Calumet)	281 North State Street	Concord, NH 03301
X	NH State Prison for Women – (NHSP-W)	317 Mast Road	Goffstown, NH 03045
X	Community Corrections – Women (Shea Farm)	317 Mast Road	Goffstown, NH 03045

2. **Subcontractors:**
   It is preferred that one vendor provides all healthcare applications for the Department. If your organization plans to utilize subcontractors for any portion of the services identified in this RFI, please include the subcontractor information, to include the types of services or functions in which you would plan to subcontract, and a brief company profile. It is required that all applications use one central database to serve all facilities. All software must meet State of New Hampshire Standards which can be referenced at https://www.nh.gov/doit/internet/vendors.php.

3. **Functionality:**
   The system should support the healthcare professional activities for the Department. This includes the following:
   - Admission/Booking Information
     - Admission/Booking is information regarding the patient's entry into the correctional healthcare clinic. Registration is the initial patient identification information obtained to assist with the admission/booking of an inmate/patient.
   - Face Sheet Information
     - Information regarding the patient's demographic information including Name, Date of Birth, Housing Unit, Admitting Diagnosis, Treatment Information which includes current medications, allergies, disabilities, a problem list with both medical and mental health diagnoses and all follow up appointments scheduled or needed.
   - Patient Census
     - Information regarding the patient's movement within the facility.
   - Patient Discharge/Transfer
     - Information regarding the patient's discharge/transfer from the facility.

- Court Tracking Information
  - Information necessary to track court ordered information for the patient.
- Medical and Mental Health Services
  - Information to identify the specific medical and mental health services provided to the patient. This also includes care provided by dentists, optometrists and those in allied health fields.
- Pharmacy Services
  - Information regarding the specific pharmaceutical services provided to the patient.
  - Medication management, ordering, dispensing, and inventory.
- Center Administrative Information
  - Non patient-specific information necessary for administrative purposes.
- Patient Appointment Scheduling Information
  - Information regarding the scheduling of patients into specific specialty clinics (i.e. chronic care or pain clinic, individual or group activities and for offsite healthcare facility visits.
- Staffing Needs Assessment Information
  - Information to evaluate the staffing needs for a facility or unit.
- Staff Scheduling Information
  - Information necessary to schedule staff absences to coordinate the staffing needs of a facility/unit.
- Office of the National Coordinator for Health Information Technology (ONC) certified for Meaningful Use
  - Information necessary to meet the Affordable Care Act standards.
- ACA and NCCHC Requirements
  - Information necessary to meet the American Correctional Association (ACA), and National Commission on Correctional Health Care (NCCHC) requirements.
- Incident Reporting
  - Information relating to specific patient incidents that occur in the facility/unit.
- Medical Error Reporting
  - Information relating to specific medical errors that occurred within a facility/unit for a specific staff person.
- Recipient Rights Information
  - Information relating to patient rights.
- Patient Dietary Services
  - Information relating to dietary needs of a patient.
- Offsite Medical Information
  - Medical/Pharmaceutical information for services rendered outside of the State facilities identified above.
- Health Educational Records
  - Healthcare educational information for a patient.

- Executive and Information Technology (IT) Analyst Level Data Inquiry and Reporting
    - Identify the executive level and IT analyst level data inquiry and reporting capability.

4. Hosting and Network:

The NH Department of Corrections prefers the software be implemented on a Department of Information Technology (DoIT) provided central hosting site however, the software may be offered as a remote based service by the Vendor. Regardless of how the applications are hosted, DoIT provided and maintained data communications networks in the sites will be used to connect to any personal computer (PC) devices, network printers, and other required network based end-user devices. The Vendor is expected to estimate the minimum and recommended network specifications needed for their applications.

5. Application Architecture:

The State of New Hampshire is primarily interested in web-based applications, where web-based is defined as no other application software loaded on the PC for this application other than the Browser. The primary Browser currently in use by the Department's is Microsoft Internet Explorer 8.0. The Department prefers systems that utilize a MS SQL Server 2005 or newer database.

6. Information Sought:

The State of New Hampshire is issuing this Request for Information to seek information to better understand the healthcare provider applications available in the market and to help determine if it would be cost effective for the Department to pursue a contract and to validate if such a system will address the goal to acquire a system that enhances services to the patients and streamlines staff work effort. The information submitted will be for analysis purposes only and may or may not be used to develop a Request for Proposal. If an Request for Proposal is developed, it will be available on the website http://admin.state.nh.us/purchasing/vendorresources.asp.

No Vendor will be selected, pre-qualified or exempted based on the participation in this RFI. The State of New Hampshire is not liable for any costs incurred by Vendors in developing responses or presentations for this RFI. No party is bound by the information provided in response to this RFI. The responses will not be "scored" or formally evaluated in any way. Nevertheless, because of the strategic importance of this initiative, we would strongly encourage the Vendors to participate and assist the State. Vendors may be invited to provide a system demonstration at a suitable State office location and to provide additional information regarding their information systems.

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SECTION D: Background

1. **Department of Information Technology:**
   In September 2008, the Department of Information Technology was created with the legal authority to manage and coordinate all technology resources in the executive branch of government.

   First and foremost, DoIT is a service organization that provides services to endure and create statewide efficiencies through the use of information technologies to energize government and business. DoIT develops the IT strategic vision and provides planning and support. DoIT consists of four divisions, two bureaus and two groups, supplies the necessary enterprise services, technical, operational, infrastructure, and security services as well as Web and software development services.

2. **Department of Corrections:**
   The goal of the NH Department of Corrections is to assure that New Hampshire's communities are protected. This task is accomplished through the confinement of convicted offenders to prison or to supervision while they reside in the community. As in the community setting, healthcare for prisoners is an expensive and staff-intensive operation. Nurses, physicians, dentists, behavioral healthcare professionals and other allied health staff provide primary and behavioral health care at each of our designated facilities. Chronic disease management, dental care, vision care, imagery services, health screening specialty care clinics and emergency care are some of the services provided on site. Healthcare as defined through the RFI is inclusive of behavioral health services. Healthcare is provided at four sites, which include New Hampshire State Prison for Men and Secured Psychiatric Unit located in Concord, NH, Northern Correctional Facility located in Berlin, NH and the New Hampshire State Prison for Women located in Goffstown, NH.

   Additional information regarding the NH Department of Corrections can be found at the web site http://www.nh.gov/nhdoc/

3. **EHR Objectives:**
   Objectives for the new EHR information system include:

   - Improve efficiency and effectiveness in providing patient services;
   - Improve patient safety by reduction of medical error rates;
   - Improve communication between healthcare provider staff;
   - Improve communication with outside providers of consultative patient services;
   - Integrate patient information across the departments so that once captured it is communicated to all relevant applications and application modules;
   - Provide computer applications to update existent manual patient care documentation processes;
   - Provide a computer based information system that can provide simultaneous access to patient care information by Department healthcare provider staff;
   - Provide better integration of information system application functionality within the State healthcare provider sites;
   - Provide a vendor-supported application(s) that replaces facility-specific custom developed database applications;

- Provide a modern healthcare information system consistent with today's evolving healthcare IT standards in the U.S.;
- Facilitate participation in regional, statewide and national healthcare information organizations;
- Provide improved State healthcare provider management data;
- Facilitate analysis of healthcare facility management data and patient data;
- Improve reliability of clinical and business processes by providing timely reminders;
- Support better management of chronic patient diseases;
- Facilitate protocol and workflow driven processes;
- Improve access to medical databases and other patient care literature;
- Facilitate better patient transport scheduling to reduce transport expenses; and
- Support information needs for telemedicine based patient healthcare services.

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SECTION E: Information Technology (IT) Requirements

1. Information Technology Requirements:

1.1. General Usability Requirements:
Describe system usability features such as how a patient can be found in the system (search by name, ID number).

1.2. System Security Requirements:
Describe key system security features such as compliance with Health Insurance Portability and Accountability Act (HIPAA), role based access controls, logs of system activity by user, system timeouts for inactivity, etc.

1.3. Audit Requirements:
Describe what reports and/or analysis tools are available to support an audit of system activity.

1.4. Interfaces and Interoperability:
Describe capability the system has for uploading and associating data files (MS-Word, comma delimited, etc) to patients. These file will include test results, scans of outside provider records, transcription files, etc. Also, describe the systems ability to electronically interface with other systems such as: Offender Management Systems, Lab Service Providers, X-Ray Service Providers, Pharmacy Systems, etc.

1.5. Support Requirements:
Describe end user support available to customers including help desk hours of operation, after hours contact procedures and escalation processes. Also, note if user manuals and/or help text are accessible on line and in hard copy from the application.

1.6. Operational and Clinical Technical Requirements of the EHR:
Describe your process of installation, implementation and maintenance of an electronic health record system.

1.6.1. Describe your user training process during implementation and on-going training for software updates, new staff, etc.

The remainder of this page is intentionally blank.

SECTION F: Questions and Answers Requested

The Department requests information regarding information systems to further support the provision of healthcare services to patients/inmates at Department operated facilities and to replace currently existing applications with the new EHR information system.

The term application as used in this RFI means a functionally integrated collection of software that is developed under (and uses) the same application architecture (including one database). **It is desired to minimize the number of applications to achieve the overall functionality for the Department**.

Independent applications that have interfaced transactions are considered to be multiple applications. Multiple independent applications to meet a given specified functional need, for example multiple independent Pharmacy Information applications, are especially not desired. Note: however that it is the desire of the Department to enter data only once into the EHR system and have it available for all relevant functionality regardless of the number of applications.

It is recognized that to achieve the desired overall functionality some respondents may recommend multiple applications. Vendors who recommend multiple applications should describe how these multiple applications will achieve the same preferred outcome as one application without generating repetitive steps for users and enhance overall functionality. In response to the RFI, Vendors need to make it clear how many applications they are recommending as well as the applications specific function.

1. **Cost Range Summary:**
   Include a cost range summary showing the estimates for each application. Include line item ranges for software, hardware, software maintenance, implementation services (including training) and total cost. The following Cost Table structure must be used for your response. If recommending only one application, just use one application column.

	Application 1	Application 2	•••••	Application N.	Total
Software					
Central Hardware					
Current Annual Software Maintenance					
Implementation & Training Services					
Total					

2. **Application Functionality Summary:**
   Provide an Application Functionality Summary showing which applications provide which functionality. Use the Functionality Table structure shown below. Do not skip any functionality questions or change their sequence. Use an **X** in the cell to indicate that this functionality is included in this application as the application exists in the marketplace currently. Planned future functionality with availability scheduled within six (6) months of the issuance date of this RFI can optionally be noted using an **F** in the appropriate cell.

Question	Question Heading	Application 1	Application 2	•••••	Application N.
1.	Admission/Booking Information				
2.	Face Sheet Information				
3.	Patient Census				
4.	Patient Discharge/Transfer				
5.	Court Tracking Information				
6.	Medical & Mental Health Services				
7.	Pharmacy Services				
8.	Center Administrative Information				
9.	Patient Appointment Scheduling Information				
10.	Staffing Needs Assessment Information				
11.	Staff Scheduling Information				
12.	ONC Certified and Meaningful Use				
13.	ACA & NCCHC Requirements				
14.	Incident Reporting				
15.	Medical Error Reporting				
16.	Recipient Rights Information				
17.	Patient Dietary Services				
18.	Offsite Medical Information				
19.	Health Educational Records				
20.	Executive and IT Analyst Level Data Inquiry and Reporting				

3. Itemized Questions – Application Functionality Questions:
Identify the application package recommended.

VENDOR RESPONSE: (LIMITED TO APPLICATION PACKAGE NAME AND RELEASE LEVEL)

For questions one (1) through twenty (20) if the application package is structured in a modular manner, please specify the module(s) within the application package that provides the requested functionality. Also identify for which type of healthcare provider (e.g. pharmacist, physicians, behavioral health clinician, physical therapy, etc.) that the application would potentially provide that functionality.

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Question 1: Admission/Booking Information

Provide a brief functionality description and a high-level feature/function list for the *admission/booking* functional component(s). Does your admission system provide for storage of a digital patient photo taken at time of admission/booking? It is expected that the EHR will interface directly with the Department's Offender Management System. Please describe how this will be accomplished.

VENDOR RESPONSE: (LIMITED TO 2 PAGES)

Question 2: Face Sheet Information

The f*ace sheet* includes information regarding the patient's demographic data such as name, date of birth, address, diagnosis, history of suicidality and prior treatment information. Provide a brief functionality description and a high-level feature/function list for the f*ace sheet* functional component. Specify the extent to which the face sheet can be customized for differentiation between the Secure Psychiatric Unit and the other Correctional Facilities. To what extent does your application provide the ability to record on the face sheet (and in general to access) information based on prior names or aliases? Is there a limit to the number of prior names or aliases? Is there a master patient index function provided within or across the applications offered?

VENDOR RESPONSE: (LIMITED TO 1 PAGE)

Question 3: Patient Census for Health Services Areas

Provide a brief functionality description and a high-level feature/function list for the p*atient census* functional component(s). This will need to include reporting for our infirmary areas of the patients admitted, diagnosis and status.

VENDOR RESPONSE: (LIMITED TO 1 PAGE)

Question 4: Patient Discharge/Transfer

Provide a brief functionality description and a high-level feature/function list for the *patient discharge/transfer information* functional component. For transfers between facilities please indicate the application's approach to providing current healthcare information relative to treatment planning to the facility receiving the transferred patient. Is this function customizable for reporting purposes between Correctional facilities specifically for transfers to the Secure Psychiatric Unit or Out of State placements?

VENDOR RESPONSE: (LIMITED TO 1 PAGE)

Question 5: Court Tracking Information

Provide a brief description of the software's ability to report on and track court ordered information for the patients civilly committed to the Secure Psychiatric Unit. The Secure Psychiatric Unit must track committal dates for individuals housed there in order to ensure appropriate monitoring per the Court's orders.

VENDOR RESPONSE: (LIMITED TO 1 PAGE)

Question 6: Medical & Mental Health Services:

Medical

This includes care provided by physicians, dentists, optometrists and those in allied health fields. These medical services needs include, but are not limited to: patient assessments; diagnostic testing; clerical order entry; care professional order entry; multidisciplinary treatment planning; medication, therapy and treatment orders; care and therapy provider progress notes and electronic medical records. Provide a brief functionality description and a high-level feature/function list for the *medical services* functional component(s). Describe the ability to produce standard and ad-hoc reporting based on patient care information including, but not limited to, patient care practice analysis and statistical analysis (including staff work load). For patients with chronic health conditions describe the ability of the system to record and report disease status and degree of control. Be certain to include inpatient and out patient capabilities. Please also describe how paper-based patient data from care provided prior to the implementation of the EHR system can be incorporated into the new system. Please also describe how post implementation paper-based patient care information can be incorporated into the system. Describe how multimedia information can be incorporated into the system. This multimedia information might include document quality and diagnostic quality images, audio and video.

Mental Health

These needs include, but are not limited to: patient assessments; diagnostic testing; clerical order entry; care professional order entry; multidisciplinary treatment planning; medication, therapy and treatment orders; care and therapy provider progress notes and electronic medical records. Provide a brief functionality description and a high-level feature/function list for the *mental health services* functional component(s). Describe how the application handles documents or other transactions requiring multiple signatures before being entered for processing or storage. Describe the ability to produce standard and ad-hoc reporting based on patient care information including, but not limited to, patient care practice analysis and statistical analysis (including staff work load). Please also describe how paper-based patient data from care provided prior to the implementation of the EHR system can be incorporated into the new system. Please also describe how post implementation paper-based patient care information can be incorporated into the system. Describe how multimedia information can be incorporated into the system. This multimedia information might include document quality and diagnostic quality images, audio and video.

VENDOR RESPONSE: (LIMITED TO 4 PAGES)

Question 7: Pharmacy Services

These needs include, but are not limited to: medication orders (including clerical and physician order entry capabilities), medication prescribing (including ePrescribing), medication to medication and medication to allergy interaction checking, alerts and scheduling of recommended or required lab testing based upon drug ordered or prescribed, medication administration (including eMAR), drug and patient bar coding capability, automation support for patient refills, medication expiration reporting by prescriber, medication discontinuance management, pharmacy inventory accounting and management, institution specific formularies, computer assisted formulary updating with new drugs and available dosages and access to medication information databases. Provide a brief functionality description and a high-level feature/function list for the *pharmacy services* functional component.

VENDOR RESPONSE: (LIMITED TO 2 PAGES)

Question 8: Center Administrative Information

This includes non patient-specific information necessary for administrative purposes such as facility information of utilization by diagnosis and level of service rendered, gender distinct reporting, medical forecasting reports to determine future needs based on data and the like. Provide a brief functionality description and a high-level feature/function list for the *center administrative information* functional component.

VENDOR RESPONSE: (LIMITED TO 1 PAGE)

Question 9: Patient Appointment Scheduling Information

This response should include a brief *patient appointment scheduling* functionality description for the application. Needs will include scheduling of patients to specific healthcare clinics, off-site healthcare facility visits and individual or group activities within a facility of the Department. The ability to schedule patients to off-site healthcare facilities must consider the urgency of the need and any limitations of the Department to properly transport patients at any given time. Transportation consideration includes to and from offsite facilities and for NHDOC inmates being seen off-site with correctional officer requirements. Also for NHDOC, the scheduling application must include communication to the Offender Management system to allow for prison and cell information for inmate call out purposes and transportation tracking. Correspondingly, NHDOC needs the ability to create reports, including call out lists, number and type of visits, no shows, and statistical reporting. Provide a brief functionality description and a high-level feature/function list for the *patient appointment scheduling* functional component.

VENDOR RESPONSE: (LIMITED TO 1 PAGE)

Question 10: Staffing Needs Assessment Information

These needs include, but are not limited to: the evaluation and planning of staff by area and function for a facility during the scheduling time period. Describe how this is related to patient census, facility unit availability status and patient need or acuity levels. Provide a brief functionality description and a high-level feature/function list for the *staffing needs assessment* functional component.

VENDOR RESPONSE: (LIMITED TO 1 PAGE)

Question 11: Staff Scheduling Information

Information necessary to schedule staff absences to coordinate the staffing needs of a facility/unit.

VENDOR RESPONSE: (LIMITED TO 1 PAGE)

Question 12: ONC Certified and Meaningful Use

Each Complete EHR and EHR Module listed on Certified Health Product List (CHPL) has been tested and certified by an authorized testing and certification body against applicable standards and certification criteria adopted by the Health and Human Services Secretary. EHR technologies that have been certified under the ONC HIT Certification Program are eligible to be used for the Centers for Medicare and Medicaid (CMS) EHR Incentive Programs. The CHPL provides CMS EHR Certification ID for qualified products to be used in the CMS EHR Incentive Programs,

provide your certification ID and demonstration that your product meets ONC certification and meaningful use standards.

VENDOR RESPONSE: (LIMITED TO 1 PAGE)

Question 13: ACA and NCCHC Requirements

Identify the functional component(s) that you recommend to meet American Correctional Association (ACA), and National Commission on Correctional Health Care (NCCHC*)* needs of the NH Department of Corrections. Provide a brief functionality description and a high-level feature/function list for the *ACA, and NCCHC* functional component(s).

VENDOR RESPONSE: (LIMITED TO 1 PAGE)

Question 14: Incident Reporting

As defined, incident reporting is information relating to all patient incidents that occur in the facility/unit for quality improvement tracking. This specifically includes, but is not limited to: incidents related to interaction with healthcare staff, as well as those incidents related to pre-cautionary watch and involuntary-restraint. Provide a brief functionality description and a high-level feature/function list for the *incident reporting* functional component.

VENDOR RESPONSE: (LIMITED TO 1 PAGE)

Question 15: Medical Error Reporting

As defined, *medical error reporting* is information relating to specific medical errors that occurred within a facility/unit for a specific staff person for quality improvement monitoring. Provide a brief functionality description and a high-level feature/function list for the *medical error reporting* functional component.

VENDOR RESPONSE: (LIMITED TO 1 PAGE)

Question 16: Recipient Rights Information

Identify the current application functional component that you recommend to meet the *recipient rights* needs of the Department. Provide a brief functionality description and a high-level feature/function list for the *recipient rights* functional component(s).

VENDOR RESPONSE: (LIMITED TO 1 PAGE)

Question 17: Patient Dietary Services

Needs will include dietary assessment for newly admitted patients, ongoing and periodic patient dietary assessments, special patient dietary limitations and requirements, dietary assessment triggers due to lab test results or medication orders and the ability to tie to food services applications. Provide a brief functionality description and a high-level feature/function list for the *patient dietary services* functional component(s).

VENDOR RESPONSE: (LIMITED TO 1 PAGE)

Question 18: Offsite Medical Information

Needs include the ability to produce patient consultation requests and the ability to record the patient care information resulting from such consultations and retain the identity of the source of such data. Patient consultation requests that do not have responses within a period of time established for the consultation should result in alerts to the patient's primary care provider and to the provider generating the request for the consultation. Likewise results for offsite laboratory and other diagnostic procedures must have similar data storage and alerting capabilities. Moreover, offsite laboratory and other diagnostic procedures that result in critical values or findings must generate an immediate alert to the same care providers. Describe the application's ability to communicate in an electronic manner with such offsite providers and to do so in compliance with HIPAA requirements. Provide a brief functionality description and a high-level feature/function list for the *offsite medical information* functional component.

VENDOR RESPONSE: (LIMITED TO 1 PAGE)

Question 19: Health Educational Records

Needs will include the ability to provide patient diagnosis-specific, educational information to the patient, and to document such information provided. Note that within NHDOC facilities unrestricted access to the Internet is not allowed. Provide a brief functionality description and a high-level feature/function list for the *educational records* functional component.

VENDOR RESPONSE: (LIMITED TO 1 PAGE)

Question 20: Executive and IT Analyst Level Data Inquiry and Reporting

Identify the executive level and IT analyst level data inquiry and reporting capability contained in your application software package. Describe on-line inquiry as well as pre-defined report writing capabilities. Also, describe any management dashboard capabilities provided in your application software package.

VENDOR RESPONSE: (LIMITED TO 1 PAGE)

4. Itemized Questions – Other Application Questions:

Question 1: Adherence to National HC IT Standards

Identify the U.S. or International Health Care IT standards used or supported by the recommended application. These healthcare standards include at least "Terminology and Vocabulary Standards" (such as DSM-IV, CPT, FDA-NDC, NDF-RT, ICD, SNOMED, etc.). Additionally identify healthcare document standards (such as Continuity of Care or HL7 Clinical Document Architecture, etc.) and Interoperability Standards (such as CCOW, HL7 Messaging standards, etc.) used or supported. For the recommended application, describe what has been incorporated to facilitate participation in regional health information networks and other multi-institutional interoperability arrangements. Also, indicate if the application is ONC certified. Indicate how your application complies with and supports all current HIPAA requirements. Does your application provide for records of patient information releases?

VENDOR RESPONSE: (LIMITED TO 2 PAGES)

Question 2: Application Software Package Documentation

Explain the types of documentation provided to licensed users of your application software package. For example, do you provide user manuals, implementation manuals, training manuals, application logic manuals, source code or other forms of documentation? Describe the help system incorporated into your application and whether it includes context sensitivity. Please identify other kinds of documentation provided or made available to licensed users.

VENDOR RESPONSE: (LIMITED TO 1 PAGE)

Question 3: Application Software Package Benefits

Identify the benefits that may accrue to skilled users of your application product. These benefits may be in the form of economic cost-benefit analysis (return on investment or payback-period based analysis), cost-effectiveness (such as medication error reduction), and benefit realization (achievement of specified functional objectives such as better access to patient care information).

VENDOR RESPONSE: (LIMITED TO 2 PAGES)

Question 4: Application Software Package Software Cost Range

Based on the statistical facility data provided in this RFI, estimate the one-time software license cost range for the application you included in your response assuming acquisition of software to service all of the facilities identified in this RFI. Are software license costs established on a per facility basis? After initial software licensure are there additional license fees if the facility size increases?

VENDOR RESPONSE: (LIMITED TO 2 PAGES)

Question 5: Application Software Package Software Maintenance & Cost Range

Identify the maintenance release plan used for the application recommended. Identify the frequency of releases and whether there are interim fixes in addition to major releases. Describe the committed response times for major categories of reported system malfunctions. What is the current cost range of software maintenance for the application? Is there any limit to annual maintenance costs incurred in future usage periods? What maintenance availability limits might be placed on users who do not upgrade to the most current application release within some specified timeframe?

VENDOR RESPONSE: (LIMITED TO 1 PAGE)

Question 6: Application Software Package Central Hardware Requirements & Cost Range

Based on the statistical facility data provided in this RFI, estimate the cost range for central hosting hardware (including processing and data storage equipment). This cost range estimate should not include data center facility (e.g. building, environmental equipment, electrical power backup or generator systems) or networking equipment (e.g. backbone routers or switches) costs. This estimate should not include any hardware delivery or installation costs. Identify the hardware that serves as the basis for this estimate. Please provide the minimum required server specifications needed for your solution.

VENDOR RESPONSE: (LIMITED TO 1 PAGE)

Question 7: Application Software Package End-User Hardware Requirements

Based on the statistical facility data provided in this RFI, define the recommended number of end-user devices and their minimum and recommended specification. For PCs that specification should include processor, processor speeds, random access memory, local hard drive memory and operating system.

VENDOR RESPONSE: (LIMITED TO 1 PAGE)

Question 8: Application Software Package Network Requirements

Based on the statistical facility data provided in this RFI, estimate the networking requirements in terms of pathways and bandwidth (e.g. two T1 lines) between a central hosting site and each of the facilities. Also indicate the necessary local area network speeds within an end-user site to achieve reasonable end-user device performance (e.g. 10Mb or 100Mb LAN, central facility router capability, etc). Define what you consider to be reasonable end user performance.

VENDOR RESPONSE: (LIMITED TO 1 PAGE)

Question 9: Application Software Package Implementation Approach

Describe your customary overall implementation process for the recommended application. Include in that description a typical organizational structure and the major procedural steps. Please specify the project management approach and project management tool (e.g. Niku Portfolio Manager Suite) usually recommended. What are the major components of the project planning phase? In the planning phase do you include specification of benefits to be achieved, budget and manpower planning, approach to risk and quality management, and procurement planning? Given the information provided please estimate a timeframe for implementation.

VENDOR RESPONSE: (LIMITED TO 2 PAGES)

Question 10: Application Software Package Implementation Services Cost Range

Based on the statistical facility data provided in this RFI, please estimate the implementation services cost range for the recommended application. This should be based upon implementation of the standard application software. Normal implementation parameter list loading and table settings, facility report definition, and typical display screen customizations should be included in the estimate. In addition, indicate the typical consulting effort needed with clients new to your application to support their determination of mandatory implementation decisions. For those functional needs not currently automated assume an implementation superseding an existing manual process and redesigning the associated workflow.

VENDOR RESPONSE: (LIMITED TO 1 PAGE)

Question 11: Application Software Package Training & Cost Range

Describe your approach to training. Based on the statistical facility data provided in this RFI, please estimate the training cost range for classroom or other training modalities (e.g. computer based training). This estimate should include the cost of instructor's time or class price schedule, any training supplies such as manuals or training software, and training time (in person-days) required for all trainees. Indicate the total estimated number of personnel to be trained. Vendors may include training cost range estimates within the implementation cost range estimate in response to question thirty-eight (38). Vendors who chose to do so should clearly state that

training is included within implementation services. If training is only available at your training facility please so indicate. If at your facility please include in your estimate the number of days of attendance by each type of attendee.

VENDOR RESPONSE: (LIMITED TO 1 PAGE)

Question 12: Application Hosting & Associated Cost Range

If you offer the functionality of your application package on a remote services basis to end-user organizations (running on a hosting facility that you provide) please describe your offering. This should include describing the flexibility of the offering to meet the needs of the Department's, performance service level agreements, hosting or services cost range, and any other cost ranges typically incurred by your customers of this service. Also, describe disaster recovery capabilities in place for your remotely hosted services. Indicate the estimated specification and cost range for communication services between the Department facilities listed in this RFI and your hosting site.

VENDOR RESPONSE: (LIMITED TO 4 PAGES)

Question 13: Application Software Package Security

Describe the approach taken by your application to affect central and end-user system security. Also identify any recommended additional security methods beyond that which is incorporated in your application software system. Does your application provide for role based and data driven access control security? If so describe how your application will provide the ability to assign roles and proscribed access based upon a users sign-on. Is your application capable of presenting/assigning different functional options to the user based upon assigned roles or administratively assigned levels? Please identify your system's ability to track data access for historical analysis and any special tools for performing that analysis. Do you offer any security guarantees or warranties? What security differences are there in remote hosted service offerings versus in-house hosting? Describe how HIPAA security compliance is achieved.

VENDOR RESPONSE: (LIMITED TO 1 PAGE)

Question 14: Application Software Package Application Architecture

Provide a high level description of the computer application architecture used. This should include whether the application is web-based, client-server-based, or uses another architecture approach. If client-server based can it be satisfactorily be deployed using Citrix? The description should also identify the database(s) system (e.g. Oracle or Microsoft SQL) used by each application. Describe whether and how textual and multimedia healthcare and administrative data is incorporated into the application architecture. Are there hierarchies of data storage (e.g. current vs. historic) and if so how many levels of hierarchy are supported? How is information retrieved (e.g. indexed or sequential search), displayed and printed from non-current data storage? How is hierarchical data storage optimized? Identify any middleware, integration engine, enterprise service bus, or other third party software required or desirable for implementation. Although open to other options, the Department prefers a web-based architecture with a MS SQL Server database.

VENDOR RESPONSE: (LIMITED TO 3 PAGES)

Question 15: Application Software Package Flexibility

Identify how implementation flexibility is manifested. In that description include screen display flexibility, database structure flexibility, reporting flexibility, and other customization flexibility. Indicate whether this flexibility is only available at initial implementation time or on an ongoing operational basis.

VENDOR RESPONSE: (LIMITED TO 2 PAGES)

Question 16: Application Software Package Interfacing Capability

Identify the software interfacing capability intrinsic to the design of your application. This should include discussion of whether and how additional modules can be written and interfaced to your application or their underlying database. Is there an interface engine or similar capability (such as an enterprise service bus) to interface to or interoperate with other applications, assuming the additional applications are either acquired from another vendor or developed by the end-user organization?

VENDOR RESPONSE: (LIMITED TO 1 PAGE)

Question 17: Application Software Package Scalability

Identify the volume of users and data that your application system can support based upon their software design. What is the greatest measure of scalability that the application has demonstrated in customer production environments to date? For such customer production scalability what is the hardware in use? Likewise, what is the scalability that your application has demonstrated in volumetric performance tests and the associated hardware?

VENDOR RESPONSE: (LIMITED TO 1 PAGE)

Question 18: Application Software Package Performance

Identify the application software system expectations that you will contract for your system to achieve. This might include expressions of end-user response time, system throughput, and other performance parameters. How are such performance levels specified and measured?

VENDOR RESPONSE: (LIMITED TO 1 PAGE)

Question 19: Application Software Package Availability

Identify any application system downtime required or recommended. Describe the frequency and expected duration of any such downtime. Can backup copies of the application system's data be made without causing downtime or significantly reduced responsiveness or throughput? Please describe the recommended backup method to be used. For a given recommended backup method, how long does backup require? How does that time vary with database size or hardware characteristics?

VENDOR RESPONSE: (LIMITED TO 2 PAGES)

Question 20: Application Software Package Disaster Recovery

What is the recommended approach for disaster recovery? Does the approach vary dependent upon the specific modular components within your application package?

VENDOR RESPONSE: (LIMITED TO 2 PAGES)

Question 21: Application Software Package Usability

Identify the measures such as aesthetics and end-user consistency or end-user customization taken by you in designing your application system. How have you tested or demonstrated success in your approach to application usability? Does the approach taken vary by kind of user (e.g. clerical user versus patient care professional)?

VENDOR RESPONSE: (LIMITED TO 1 PAGE)

Question 22: Application Software Package Accessibility

How have you designed and constructed the various aspects of your systems to facilitate use by those with disabilities? How does your application system meet the requirements of the American's with Disabilities Act (ADA)? Be certain to also include discussion regarding users with color-blindness.

VENDOR RESPONSE: (LIMITED TO 1 PAGE)

Question 23: Application Software Package Data Integrity & Audit Ability

Identify the measures taken in your application system to achieve and maintain data integrity. How are specific entries (such as a patient encounter document or medication order) locked once entered into the system? What event triggers the locking of the entry? Can certain entries be locked based upon elapsed time since last data field entry? Describe how optional versus required data entry fields are identified and managed. What approach is taken to correct erroneous data input? How does that vary by application? What audit-ability has been designed into your applications? Describe how your application software ensures that transactions are not lost in the event of hardware or software failures.

VENDOR RESPONSE: (LIMITED TO 2 PAGES)

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SECTION G: Conclusions, Reminders and Submittals

1. Conclusions and Reminders:

The responses to this document are exclusively intended to assist the State of New Hampshire to define a clear vision and strategy for a possible EHR information system acquisition. The State anticipates that, by analyzing the priorities and requirements articulated in the body, this document will allow organizations with a profound understanding of healthcare information systems to assist the State in shaping its final direction.

Vendor organizations may be invited to discuss their responses to the RFI document with the Departments. They may also be invited to demonstrate their system's functional capabilities. They may additionally prepare formal presentations in advance of a demonstration meeting; however, they must be highly relevant and focused and are by no means a requirement. We may, however, invite respondents to provide additional background or promotional materials to the Departments at the conclusion of the above.

Finally, please understand that any participation in the above is not mandatory and will not affect an organization's ability to respond to any eventual solicitation for an EHR information system. The responses submitted will not be "scored" or formally evaluated in any way.

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Section H: Appendix A

NH Department of Corrections Healthcare Providers by Site:

Site	Type of Provider	Total Number of FTE's
NCF	Nurses	13
	Prescribers	2
	Dental	1
	Behavioral Health	3
	Medical Records	1.5
NHSP-M	Nurses	14
	Prescribers	8
	Dental	3
	Behavioral Health	8
	Medical Records	4
SPU/RTU	Nurses	10
	Prescribers	4
	Dental	0
	Behavioral Health	10.75
	Medical Records	1
NHSP-W	Nurses	5
	Prescribers	3
	Dental	0
	Behavioral Health	3
	Medical Records	.5
Travels to all Sites	Physical Therapy	1
	Nutritional Services	1
	Administrators	4
Total Healthcare Providers		**100.75**

Section I: Glossary of Terms

Various terms and abbreviations are used within the RFI that may not be familiar to all readers. This glossary term and acronym list is an attempt to help make reading these documents easier and more understandable.

Term	Acronym	Description/Definition
American Correctional Association	ACA	
Americans with Disabilities Act	ADA	Relevant sections of this Act detail the requirements for audible and visual indicating appliances and mounting heights for manual pull stations.
Compact Disc Read-Only Memory	CD-ROM	
Commercial Off-The-Shelf	COTS	
Certified Health Product List	CHPL	
Centers for Medicare and Medicaid	CMS	
Department of Information Technology	DoIT	
Electronic Health Record	EHR	
Electronic Medication Administration Record	eMAR	
Electronic Prescribing	ePrescribing	Prescriber's ability to electronically send an accurate, error-free and understandable prescription directly to a pharmacy from the point-of-care - is an important element in improving the quality of patient care.
Health Insurance Portability and Accountability Act	HIPAA	
Information Technology	IT	
Local Area Network	LAN	
Microsoft	MS	
National Commission on Correctional Health Care	NCCHC	
Northern NH Correctional Facility	NCF	
North End House	NEH	
NH Department of Corrections	NHDOC	
NH State Prison for Men	NHSP-M	
NH State Prison for Women	NHSP-W	
National Commission on Correctional Health Information Technology	ONC	
Personal Computer	PC	
Request for Bid	RFB	
Request for Information	RFI	
Request for Proposal	RFP	
Residential Treatment Unit	RTU	
Revised Statutes Annotated	RSA	Forms the codified laws of the state subordinate to the New Hampshire State Constitution.
Secured Psychiatric Unit	SPU	
Transitional Work Center	TWC	

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